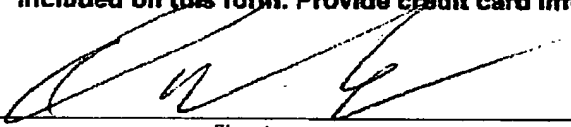


<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>					Docket No. <b>00356 (BLL-0038)</b>	
Applicant(s): <b>CHARLES E. REDDICK ET AL</b>						
Application No. <b>09/898,573</b>	Filing Date <b>July 3, 2001</b>	Examiner <b>T. T. Vo</b>	Customer No. <b>36192</b>	Group Art Unit <b>2122</b>	Confirmation No. <b>2886</b>	
Invention: <b>SOFTWARE SUPPORT GUIDE SYSTEM AND METHOD</b>						
						<b>RECEIVED</b> <b>CENTRAL FAX CENTER</b> <b>MAR 21 2005</b>
<u>COMMISSIONER FOR PATENTS:</u>						
Transmitted herewith is an amendment in the above-identified application.						
The fee has been calculated and is transmitted as shown below.						
<b>CLAIMS AS AMENDED</b>						
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE	
TOTAL CLAIMS	19 -	52 =	0	x \$50.00	\$0.00	
INDEP. CLAIMS	3 -	4 =	0	x \$200.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>					<b>\$0.00</b>	
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account <b>06-1130</b> <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038.						
<b>WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.</b>						
 Signature			Dated: <b>March 21, 2005</b>			
<b>David A. Fox</b> <b>Registration No. 38,807</b> <b>CANTOR COLBURN LLP</b> <b>55 Griffin Road South</b> <b>Bloomfield, CT 06002</b> <b>Telephone (860) 286-2929</b> <b>Facsimile (860) 286-0115</b> <b>Customer No. 36192</b>			I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on _____ (Date) _____ Signature of Person Mailing Correspondence _____ Typed or Printed Name of Person Mailing Correspondence			
CC:						

P11LARGE/REV09

RECEIVED  
CENTRAL FAX CENTER

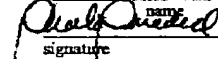
MAR 21 2005

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: CHARLES E. REDDICK ET AL. )  
Serial No. 09/898,573 ) Group Art Unit: 2122  
Filed: July 3, 2001 ) Examiner: T.T. Vo  
For: SOFTWARE SUPPORT GUIDE SYSTEM )  
AND METHOD )

I hereby certify that this correspondence is  
being transmitted to the United States Patent  
& Trademark Office via facsimile to facsimile  
Number 703-872-9306 on March 21, 2005

Sheila Smedick



signature

3-21-05

date

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO OFFICE ACTION**

Applicants respectfully request consideration of the following remarks contained herein in response to the Office Action mailed December 21, 2004. Applicants respectfully submit that the remarks contained herein place the instant application in condition for allowance.

00356  
BLL-0038

1